

Prince Edward Island Public Service Commission

Annual Report
2011 - 2012



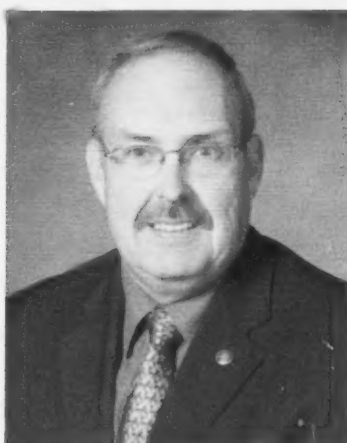
**Public Service
Commission**

Building a strong public service
for all Islanders

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Message from the Chief Executive Officer



Dear Minister Sheridan and PSC Board Members:

It is with pleasure that I provide you with the annual report of the PEI Public Service Commission (PSC) for the year 2011-2012. I continue to be impressed with the dedication and abilities of all employees of the PSC.

The Public Service Commission co-ordinates all corporate and human resource functions within the public sector on PEI. As a corporate agency, the Commission interacts daily with all sectors within the PEI government and provides valuable services to all departments.

In this fiscal year each department and agency within government was asked to prepare a three year management plan for fiscal years 2012-2013, 2013-2014, and 2014-2015. The PSC played a key role in this by providing advice on corporate structures, re-structuring and labour relations impacts of some options. This was in addition to the usual services provided by PSC in such circumstances which included classification and staffing implications.

The PSC also coordinated efforts to ensure compliance with legislative and collective agreement obligations and in consultations with various unions, predominately with the Union of Public Sector Employees (UPSE).

The Public Service commission provides critical services to all sectors of the government of PEI and pledges its continued support to further these services.

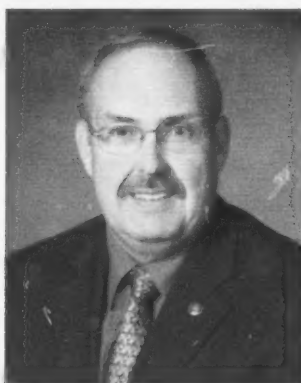
Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'Aidan Sheridan', written over a horizontal line.

Aidan Sheridan, CEO

PEI Public Service Commission

Message du directeur général



Monsieur le Ministre et membres du conseil d'administration de la Commission,

Je suis heureux de vous fournir le rapport annuel de la Commission de la fonction publique de l'Î.-P.-É. pour l'année 2011-2012. Le dévouement et les capacités de tous les employés de la Commission continuent de m'impressionner.

La Commission de la fonction publique coordonne toutes les fonctions ministérielles liées aux ressources humaines dans le secteur public à l'Î.-P.-É. En tant qu'agence-société, la Commission est en relation quotidienne avec tous les secteurs du gouvernement de l'Î.-P.-É. et fournit de précieux services à tous les ministères.

Au cours du présent exercice financier, on a demandé à chaque ministère et organisme gouvernemental de préparer un plan de gestion triennal pour les exercices financiers 2012-2013, 2013-2014 et 2014-2015. La Commission de la fonction publique a joué un rôle clé à cet égard, en formulant des conseils par rapport aux structures organisationnelles, à la restructuration et à l'impact des relations de travail de certaines options. Tout cela s'est ajouté aux services habituels offerts par la Commission de la fonction publique en matière de classification et de dotation.

La Commission de la fonction publique a également coordonné les efforts visant à assurer le respect des obligations législatives et des obligations prévues par les conventions collectives. Elle a aussi consulté divers syndicats, essentiellement le Syndicat des employés de la fonction publique (SEFP).

La Commission de la fonction publique offre des services essentiels à tous les secteurs du gouvernement de l'Î.-P.-É., et elle s'engage à continuer d'améliorer ces services.

Respectueusement soumis,

A handwritten signature in dark ink, appearing to read 'Aidan Sheridan', written over a horizontal line.

Aidan Sheridan, directeur général
Commission de la fonction publique de l'Î.-P.-É.

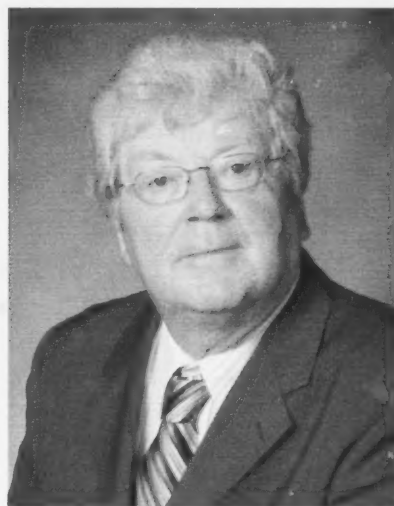
The PEI Public Service Commission Board Members



Rita Ryan-Sabada

Mrs. Ryan-Sabada is a retired provincial public service employee. She has extensive experience working with the Union of Public Sector Employees on behalf of provincial employees. She is an avid volunteer and an active member of the community. Her appointment to the PEI Public Service Commission, for a five year term, was renewed effective January 23, 2012.

Mrs. Ryan-Sabada currently resides in Charlottetown, PEI



Warren MacLean

Mr. MacLean is a private sector owner and operator of an Island tree farming business. Mr. MacLean is also an active member of his community. He was appointed to the PEI Public Service Commission Board on January 23, 2007 and resigned on September 3, 2011.

Mr. MacLean resides in Iris, PEI.

The Chair position became vacant during this reporting period.

Executive Summary

The 2011-2012 fiscal year may be summarized as one during which the Public Service Commission continued to provide a large volume of high quality human resource services to meet the needs of both the provincial public service and the public. Highlights for this year were focused on planning for the future as well as implementing strategic projects and improvements to several human resource processes.

Fiscal realities in conjunction with the increasingly complex and diverse public demands of the public service resulted in directions from Executive Council for each department to develop a Business Management Plan for the next three fiscal reporting periods. Also, horizontal reviews were conducted to identify options for the most effective delivery of corporate services such as human resources, finance and administration. In addition, departments' organization structures were considered to facilitate the delivery of programs and services to the public. Concurrently the Public Service Commission consulted with its human resource partners in government, clients and all employees to develop a departmental operational plan and human resource plan for 2011 to 2013.

Most of the functional areas within the Public Service actively contributed to all of these corporate and departmental planning processes. Labour Relations, Staffing, Classification as well as Systems and Administration were highly involved by providing advice to the public service leadership on both the impacts of organizational structure changes and any constraints based on legislation or collective agreements.

The Public Service Commission participated in several projects with the objective of increasing the capacity of the public service and also to provide valuable work experience to recent

graduates of university or college programs. In conjunction with Skills PEI, funding was made available through the Canada - Prince Edward Island Labour Market Agreement to fill a number of internship placements. This initiative was highly successful for both the interns and the departments where they worked for varying lengths of time. Another innovative pilot project was carried out by the Staffing Section to explore the feasibility of an equivalency model for hiring qualifications for Health and Civil excluded positions, except for regulated professions. This equivalency model is expected to improve the staffing process for these positions. Lastly, the anticipated full enactment of the *French Language Service Act* may have implications in terms of the public service ability to provide programs and services in French when requested by a client. The Public Service Commission conducted a capacity study and introduced a blended learning program of study for advanced French speaking employees.

The importance of employee engagement and performance management were highlighted throughout this year. PEI hosted the inter-jurisdictional Employee Engagement Inter-jurisdictional team which resulted in the development of value added reporting of survey results to assist leaders in improving their work place environments and overall performance. Similarly, with the intent to increase engagement and improve performance, a committee began to explore viable processes and practices to facilitate performance management daily. The importance of diversity as a critical factor for both engagement and improved performance resulted in the development of a Diversity Work Plan for 2012-2015 that focuses on departmental accountability for ensuring diversity best practices, education and training.

The Public Service Commission contributes to the health and well being of employees by delivering an Employee Assistance Program which completed an evaluation during this reporting period. The launch of an on-line resource for employees demonstrated the desire to continue to provide services that meet employees needs. Similarly the Occupational Health and Safety Section added numerous assessments to its activities, one of interest to many employees is the ability to conduct vehicle ergonomic assessments.

In summary, the accomplishments of the 2011-2012 fiscal year ended with the Public Service Commission poised to address the anticipated human resource challenges as a strategic partner with PEI public service leadership.

Résumé

Au cours de l'exercice financier 2011-2012, la Commission de la fonction publique (CFP) a continué d'offrir une foule d'excellents services en matière de ressources humaines en vue de répondre aux besoins de la fonction publique provinciale et de la population. Les faits saillants pour cette période portent surtout sur la planification pour l'avenir, la mise en oeuvre de projets stratégiques et l'amélioration de plusieurs processus des ressources humaines.

Compte tenu des réalités fiscales et des exigences de plus en plus complexes et diversifiées de la fonction publique, le Conseil exécutif a demandé à chaque ministère d'élaborer un plan de gestion opérationnelle pour les trois prochaines périodes de déclaration. En outre, on a effectué des examens horizontaux pour déterminer quels seraient les moyens de livraison les plus efficaces en matière de services ministériels, notamment ceux liés aux ressources humaines, aux finances et à l'administration. On s'est également penché sur la structure organisationnelle des ministères pour faciliter la livraison de programmes et de services publics. En même temps, la CFP a consulté ses partenaires en ressources humaines au sein du gouvernement, ses clients et tous ses employés pour mettre au point un plan opérationnel ministériel et un plan de ressources humaines pour 2011-2013.

La plupart des sections fonctionnelles de la CFP ont contribué activement à tous ces processus de planification organisationnelle et ministérielle. Les divisions des relations de travail, de la dotation, de la classification, des systèmes et de l'administration ont joué un rôle important en fournissant des conseils à la direction de la fonction publique sur les effets de tout changement apporté à la structure organisationnelle et sur les contraintes liées aux dispositions législatives ou aux conventions collectives.

La CFP a participé à plusieurs projets en vue d'accroître la capacité de la fonction publique et d'offrir des expériences de travail pertinentes à de récents diplômés de programmes d'études

collégiales ou universitaires. En collaborant avec Compétences Î.-P.-É., il a été possible de financer 52 stages par l'entremise de l'Entente Canada-Î.-P.-É. sur le marché du travail. Cette initiative s'est avérée très positive, tant pour les stagiaires que pour les ministères dans lesquels ils ont travaillé pendant des périodes de temps variées. La Division de la dotation a mené un autre projet pilote intéressant lui permettant d'explorer la faisabilité d'une table d'équivalences pour les critères d'embauche des postes exclus dans les domaines de la santé et de la fonction publique (à l'exception des professions réglementées). On s'attend à ce que ce modèle d'équivalences améliore le processus de dotation pour ces postes. Par ailleurs, la mise en oeuvre intégrale imminente de la *Loi sur les services en français* pourrait avoir une incidence sur la capacité de la fonction publique à offrir des programmes et services en français à la demande d'un client. La CFP a effectué une étude de capacité et a mis sur pied un programme d'apprentissage mixte en français de niveau avancé pour les employés.

Tout au long de l'année, on a souligné l'importance de l'engagement des employés et de la gestion du rendement. L'Î.-P.-É. a notamment accueilli l'équipe intergouvernementale pour l'engagement des employés. À l'issue de cette rencontre, l'équipe a élaboré un système de rapport à valeur ajoutée pour les résultats de sondages afin d'aider les membres de la direction à améliorer leur environnement de travail et le rendement général. Toujours dans le but de favoriser l'engagement et le rendement, un comité a été mis sur pied pour cerner les procédés et les pratiques viables qui pourraient faciliter la gestion quotidienne du rendement. Le rôle de la diversité dans l'amélioration de l'engagement et du rendement a mené à l'élaboration d'un plan de travail sur l'intégration de la diversité pour 2012-2015. Ce plan met l'accent sur la responsabilisation ministérielle pour ce qui est des pratiques exemplaires, de la sensibilisation et de la formation en matière de diversité.

La CFP favorise la santé et le bien-être des employés par le biais du Programme d'aide aux employés, lequel a fait l'objet d'une évaluation lors de cet exercice financier. Le lancement d'une ressource en ligne pour les employés témoigne de la volonté de continuer d'offrir des services qui répondent aux besoins des employés. De même, la Division de la santé et de la sécurité au travail a ajouté de nombreuses évaluations à ses activités, permettant notamment à ses employés d'effectuer une évaluation ergonomique de véhicules.

En résumé, à titre de partenaire stratégique et de chef de file de la fonction publique de l'Î.-P.-É., la Commission de la fonction publique a terminé l'exercice financier 2011-2012 prête à relever les défis à venir en matière de ressources humaines.

Premier's Long Term Service Award Recipients

Récompenses du premier ministre pour longs états de service

The Public Service Commission organizes and coordinates the Long Term Service Recognition Program which honours employees who have completed 20, 25, 30 and 35 years of continuous service with the provincial public service.

Premier Robert Ghiz hosted luncheons for the 41 employees with 20 years continuous service, 40 employees with 25 years continuous service, 32 employees with 30 years continuous service and 10 employees with 35 years of continuous service. A total of 123 employees were invited to the luncheons.

La CFP organise et coordonne le programme de reconnaissance de longs états de service qui rend hommage aux employés qui comptent 20, 25, 30 et 35 ans de service ininterrompu au sein de la fonction publique provinciale.

Le premier ministre Ghiz a organisé des déjeuners pour les 41 employés ayant 20, 40 employés ayant 25 années de service continu, les 32 employés ayant 30 années de service continu et les 10 employés ayant 35 années de service continu.

20 years / 20 ans



Premier Robert Ghiz with recipients of the Long Term Service Award, 20 years.
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 20 ans.

25 years / 25 ans



Premier Robert Ghiz with recipients of the Long Term Service Award, 25 years
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 25 ans.

30 years / 30 ans



Premier Robert Ghiz with recipients of the Long Term Service Award, 30 years.
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 30 ans.

35 years / 35 ans



Premier Robert Ghiz with recipients of the Long Term Service Award, 35 years.
Le premier ministre Robert Ghiz et les récipiendaires des récompenses pour long états de service, 35 years

1. The Public Service Commission Role and Vision

The PEI Public Service Commission (PSC) provides human resource leadership and services that support public service excellence and capacity to deliver government's programs and services. Through the *Civil Service Act* we are mandated to provide advice, assistance, programs and services in the following areas:

- human resource planning
- employer/employee relations
- employee and organization learning and development (including French language training and diversity management programs)
- human resource processes and systems (including staffing, classification, and payroll administration)
- human resource legislation, regulation, policy and collective agreements
- employee health, safety and well being

We fulfill this mandate by working with commitment to deliver services which are timely, reliable, useful, and cost effective for both government departments and residents of PEI.

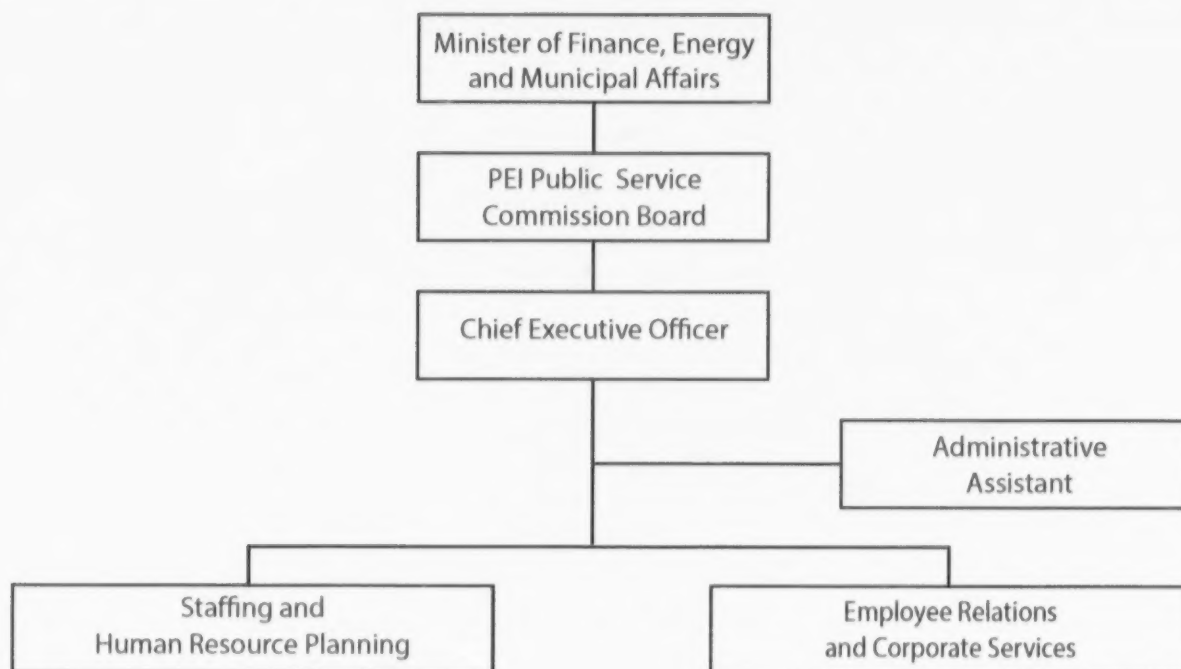
Our work addresses factors that are impacting on the human resource capacity of the public service to support government's goals and priorities. The work reflects the vision of the Public Service Commission.

Building a strong public service for all Islanders

The Prince Edward Island public service is recognized for its dedication in providing excellent programs and services to the residents of Prince Edward Island as well as colleagues and partners of the provincial public service.

The PEI Public Service Commission strives to be a model employer which provides a safe and healthy work environment that promotes and supports learning, diversity, collaboration and innovation to successfully deliver human resource services.

2. Public Service Commission Organizational Chart



1. Staffing and Recruitment
2. Human Resource Planning
3. Diversity Management
4. Learning and Development
5. Employee Assistance Program
6. French Language Training

1. Corporate Services
2. Training and Development Funds
3. Systems and Administration
4. Labour Relations
5. Classification
6. Occupational Health and Safety

3.0 Divisional Reports 2011/2012

The organization structure presented in Section 2 of this report was in place for the Public Service Commission until January 2012 . At that time, as a result of the corporate business management planning initiative, directed by Executive Council, two new divisions were formed with different responsibilities as described below.

Staffing, Classification and Organization Development Division

- Staffing and Recruitment
- Classification
- Human Resource Planning
- Diversity Management
- Learning and Development
- Employee Assistance Program
- Training and Development Funds
- French Language Training

Human Resource Management and Labour Relations Division

- Human Resource Management
- Labour Relations
- Payroll
- Administration
- Human Resource Management System
- Occupational Health and Safety

Information for this annual update is based on the organization structure presented in Section 2.

3.1 Staffing and Human Resource Planning Division

The Staffing and Human Resource Planning Division provides leadership and service delivery in the areas of recruitment, staffing, diversity management, human resource planning, as well as learning and development initiatives. The division is also responsible for the Employee Assistance Program and French Language Training.

3.1.1 Staffing and Recruitment

3.1.2 Human Resource Planning

3.1.3 Diversity Management

3.1.4 Learning and Development

3.1.5 Employee Assistance Program

3.1.6 French Language Training

3.1.1 Staffing and Recruitment

The staff of this section provide staffing services to the various government departments and Health PEI in accordance with hiring practices outlined in legislation, various collective agreements, and policy. The staff are located in various centres across the province including Access PEI sites in Summerside and Souris, both the Prince County and Queen Elizabeth Hospitals and the central office at the first floor Shaw Building in Charlottetown.

Our Staffing Consultants assist the employers in the selection of qualified staff using a process of candidate screening, testing (if required), interviewing, referencing and appointment to a position. They are also available to provide career advice and interview feedback to employees.

The selection process is based on a set of guiding principles:

- decisions are to be made on the basis of the merit principle of qualifications, relative ability, knowledge and skills;
- objectivity, fairness and consistency guide selection activity; and
- confidentiality must be maintained by all staff involved.

Between April 1, 2011 and March 31, 2012 the staffing section processed a total of 2,485 job openings, 33,778 applicants and 2,430 appointments within the Civil Service and Health PEI. Approximately 80% of this activity is within the Health Sector.

A pilot project was undertaken to improve the staffing process. An advisory committee was struck and oversaw the research, design and implementation of a job qualifications equivalency pilot project. Departmental management teams, human resource (HR) professionals at the Public Service Commission and across the departments, recognized the need to research the area of equivalencies in lieu of formal education and to develop a method to evaluate equivalencies that will work within existing staffing and classification systems. The pilot was implemented using only Health and Civil Excluded competitions at this time.

The qualifications required to perform government jobs are determined by the employing department. These qualifications are presented to the Public Service Commission on position questionnaires any time the classification of the position is to be reviewed or the position is vacated and needs to be staffed. Historically, qualification statements usually ask for traditional credentials from formal education (eg. degree or diploma) along with certain work experiences. In many competitions, applicants with all the required experiences are deemed ineligible as candidates because they do not meet the 'exact' formal educational requirements for the position as stated on the position questionnaire and on the job posting. The equivalency model will not apply to regulated professions with legislation that outlines educational requirements.

The Staffing and Recruitment section participated in a Public Internship Program to provide recent graduates with employment experience and skill enhancement to better position them to secure

future employment. This program was funded through the Canada-Prince Edward Island Labour Market Agreement (LMA).

The Province, working in conjunction with Skills PEI, filled six 52-week internship placements within the Civil Service. These internship placements provided participants with a work experience within a provincial government department related to their skills and education, and enabled them to successfully transition into the labour force.

Goals of the internship program were to:

- provide recent graduates with PEI career opportunities
- increase retention of young people in PEI
- develop potential future employees for PEI employers
- support Government's efforts in modernizing the public service

3.1.2 Human Resource Planning

The Public Service Commission Business and Human Resource Plan (2011-2013) was completed with participation by all staff and consultation with departments.

The plan responds to the critical human resource issues that are facing the public service which include: current labor force and public service work force demographics, the importance of employee engagement for retention of employees, the need for ongoing learning and development of employees, increasing client expectations for complex and diverse services, and the shortage of human resources to meet expectations.

Departmental human resource plans are expected to reflect this business plan while taking into account departmental operational realities and priorities. As a result of the planning activities, the PSC focused human resource planning activities on the four result areas:

- Improve capacity of the public service (skill, knowledge and talent)
- Increase employee and leadership development
- Improve employee and workplace health, safety and well-being
- Improve human resource legislation, policy, process and practices

Several integrated strategies were initiated to contribute to the results in the above stated priority areas.

A review of the current performance management policy and tools was conducted by a summer student working with the PSC. Activities included a literature review as well as the development of a cross jurisdictional inventory. In addition each department was asked to report on the current practices and the extent to which annual performance discussions were held with employees. This information was handed over to a working committee which was composed of human resource managers, the HR Planning Consultant and a communications officer. An employee with the Office of Justice and Public Safety participated in the committee as a special stretch assignment.

Another working group was struck to address the practices and documentation used across the public service and health sectors when an employee leaves the employment of a department. A new exit survey tool was designed to meet the needs of the departments. In addition, preliminary research was conducted by Information and Technology Services to determine the feasibility of automating the process and providing meaningful reports back to the department.

In the fall of 2011, all departments were directed to complete business management plans with the intent to develop strategies to address fiscal realities and the goal of a balanced budget by the 2015/2016 fiscal year. Due to the fact that a considerable portion of government's budget is allocated to salaries, there was an intensive analysis of the cost of human resources and how to reduce overall costs over the next three years. As a result of this planning initiative, a horizontal review was conducted on corporate functions and services. Beginning in early 2012, corporate functions such as human resource management, finance, budget and payroll were gradually migrated to a centralized model.

Employee Engagement

Research and experience demonstrates that the degree of employee engagement is linked to the retention of employees as well as improved organization results. Recognizing this important link, Prince Edward Island joined the Employee Engagement Inter-jurisdictional Team (EET) in February 2008. From its inception in 2006, participating jurisdictions have shared their knowledge and expertise in developing useful research tools and practical processes. Jurisdictions worked together to develop a methodology for bench marking as well as a protocol for pooling and sharing results in a confidential manner. In 2011/12 there were twelve jurisdictions that used a common employee engagement model with common questions.

In March 2012, the PEI Public Service Commission hosted the in-person meeting for this inter-jurisdictional team. Strategies for survey methodologies were shared as well as best practices for responding to survey results. A significant result of this meeting was the decision to enhance how accumulated data is reported in such a manner that there would be value added information presented to the Chief Executive Officers at their annual meeting.

In 2010, the PSC led the second employee survey initiative with human resource manager representation from all civil departments. At that time, the Deputy Ministers Council determined that strategies to respond to the results were to be developed within departments, with support from the PSC. During the 2011/2012 fiscal year, individual departmental action plans were developed and implemented to respond to the 2010 survey results. The action plans were rooted in human resources practices which are known to be foundational for high performing organizations: having regular performance management discussions with employees, providing learning and development opportunities, supporting career development and ensuring effective communication from leadership and throughout the organization. The Public Service Commission supported departmental initiatives whenever it was appropriate.

Human Resource Metrics

The Corporate HR Planning Consultant continued to represent Prince Edward Island on the Inter-jurisdictional HR Metrics and Measures Working Group (IMMWG). By the fall of 2011, the working group was able to report on 25 common human resource measures/metrics and to demonstrate trends for some measures/metrics that have been reported since 2006/2007. These measures/metrics enable the participating jurisdictions to compare themselves against these indicators of HR performance and share best practices information. The final report was presented at the annual meeting of Chief Executive Officers of Public Service Commissions from across Canada.

3.1.3 Diversity Management

The PEI Public Service Commission continued leading the government-wide diversity strategy and implementing diversity initiatives. Each department and agency has responsibility for diversity based on their mandate and the type of services they provide to the public. Therefore, the PSC continued to partner with departments and agencies in policy development and implementation, communication, learning and development, and departmental diversity planning to ensure the ongoing integration of diversity into the public service organization culture.

Work in the diversity management field is increasingly important because of changing population and labour force needs. This impacts on the public's requirements from government as well as the capacity of government to meet those demands.

Evidence of the changing provincial environment that are provided by the Statistics Canada (2011 census) include:

- the total population of PEI was 140,204 in 2011, a 3.2% increase over the 2006 population
- recent immigrants accounted for 3.5% of the Island population
- 66% of the Island population growth was due to recent immigration
- approximately 5000 people speak languages other than English and French in PEI

Other sources further demonstrate the diversity of the province:

- 16.3% of the provincial population has a disability
- 1.7% of Island population are Aboriginal persons
- approximately 1.7% belong to visible minority groups

In 2011, a revised diversity policy was submitted to the Executive Council for approval of changes for accountability and roles/responsibility, application of the policy within broader public service, stronger policy objectives as well as increased monitoring and reporting mechanisms to improve accountability. The renewed policy was communicated with deputies and HR managers. The PSC continues to assist departments to develop their diversity plans. The policy is posted on the PSC website, www.gov.pe.ca/diversity.

The Diversity Advisory Committee has responsibility for oversight of the government-wide diversity strategy. In addition, the committee advises the PSC on various diversity initiatives and programs. Last year, the PSC conducted a corporate wide consultation and a focus group meeting with the advisory committee. As a result, a work plan for 2012-2015 was completed. The plan includes the committee mandate, promotion of diversity training and education activities, monitoring and evaluation of diversity policy implementation, intended results and success indicators.

The PSC Diversity Program continued to provide services (internal and external) to individuals belonging to diversity groups by assisting in their job search and by providing information. Activities include: facilitating successful screening and hiring of candidates from diversity groups, providing information on the provincial hiring process within the public sector, explaining the targeted diversity hiring process, assisting diversity candidates with interview preparation as well as providing first hand experience with the public sector.

Another pivotal responsibility of the Diversity Consultant is to maintain an up-to-date inventory of résumés from diversity candidates and to identify potential job opportunities in the public service. During this fiscal year, 76 individuals sought assistance from the diversity program. They included persons with disabilities, members of visible minority groups, recent immigrants, international students and aboriginal peoples.

In 2010, the PSC Diversity Program developed a series of diversity training modules to ensure employees and managers are aware of the value of diversity in the workplace and increasing diversity in our population demographics. The PSC continued to coordinate the delivery of these modules.

Number of Employee Participants Who Attended Diversity and Cultural Awareness Training

Year	Number of Participants
2009-2010	133
2010-2011	627
2011-2012	215
Total (as of April 2012)	975

The Diversity Consultant works continuously with communication staff and information technology staff to develop information materials and to update the diversity home page with current information and resources.

The Diversity Program also initiated the preliminary work to partner with the PEI Health Sector Council and Health PEI in developing a training module, the "Responsive Leadership for Diverse Workforce", intended for managers from the PEI Health sector.

There were numerous initiatives to promote the value of diversity in the workplace:

- The annual Premier's Awards for Diversity Leadership were presented to Michael Fagan, Manager, Document Publishing Centre, and the Diversity Education Planning team from the Department of Community Services and Seniors.



(Left to Right): Thilak Tennekone, Diversity Consultant, PEI Public Service Commission; Michael Fagan, Manager, Document Publishing Center; and Hon. Wes Sheridan, Minister, Finance, Energy and Municipal Affairs.



(Left to Right): Oksana Zhukalina, Human Resources, and Danny Redmond, Program Analyst, Department of Community Services, Seniors and Labour; Thilak Tennekone, Public Service Commission; Lori Johnston, Program Worker, Department of Innovation and Advanced Learning; Krista Wight, Intake Officer, Department of Community Services and Seniors; and Hon. Wes Sheridan, Minister, Finance, Energy and Municipal Affairs

- During the 2011 Public Service Week, a cultural diversity presentation "Showing Our Heritage and Celebrating Our Diversity" was provided for employees to demonstrate the increasing multi-cultural influences in the province. Approximately 200 employees attended the session.



- The PSC launched the Diversity theme calendar "Celebrating Diversity in Our Public Service" to recognize the diversity in today's workforce.



(Left to Right): Andrew Thompson, Director of Staffing, Classification and Organization Development; Thilak Tennekone, Diversity Consultant; Premier Rober Ghiz

- The PSC Diversity internet homepage was created and launched to provide information and resources to employees, managers and the general public.
- The PSC Diversity staff presented at a variety of regional events such as the Gender-Based Analysis, Disability Action Council, Foreign Credential Recognition, Leadership Forums and senior management meetings.

The PSC Diversity Consultant continued to participate in various other advisory boards, steering committees and working groups. For example, the Diversity Consultant supported and provided advice and expertise on initiatives such as International Credential Recognition and Assessment, Foreign Qualification Recognition, Internationally Educated Health Professionals project, Health PEI Leadership forum and sector councils.

Finally the Diversity Consultant continued to represent the Public Service Commission, by participating in many events that were hosted by various organizations such as multi-cultural community groups, ethno cultural associations, aboriginal organizations, service

providing agencies for persons with disabilities, academic institutions, community colleges and municipalities.

3.1.4 Learning and Development

The learning initiatives delivered during the 2011/2012 fiscal year demonstrate the corporate commitment to learning and development for employees.

In the third and fourth quarters of 2010, the CEO, the two PSC directors and the HR Planning Consultant met with leadership teams from each department to discuss the effectiveness of the current learning opportunities and the learning needs to meet operational requirements. The Planning Consultant also held 8 representative focus groups with employees. Also a brief online and paper survey yielded 170 responses from employees reporting their learning needs and interests. This information was compiled to inform the planning for the 2011/2012 learning year.

Learning in Partnership with Ceridian Canada

Government negotiated a new contract with Ceridian Canada Inc. to provide training and skills development opportunities for members of the public service. The contract extends for a five year period, including an agreement for the development of a statement of work prior to the beginning of each learning year. Civil and health employees were eligible to attend the learning opportunities, with some programs designed specifically for the health sector.

For this fiscal year, the Statement of Work included:

- 13 cohort groups in a range of subjects that are relevant for leadership and management development, succession planning, as well as the engagement and retention of employees;
- 32 training days were available as either half or full day sessions on many topics;
- 20 customized days were provided with 10 days allocated to the civil service and 10 to the health sector; and

- 10 certification days for non-clinical staff for CPR, Workplace Hazardous Materials Information System (WHMIS) and Non-Violent Crisis Intervention
- New for 2011/2012:
 - 8 integrated classroom days. These sessions included a public service subject content expert who presented information that is unique to working in government and/or responding to questions from participants about government policies and processes in the topic area for the session; and
 - 15 half days and 5 full days were allocated for meeting space
- Programming for the Health Sector included:
 - 85 days of training for: WHMIS, CPR and CPR re-certification; and
 - 15 training days for Non -Violent Crisis Intervention

During this fiscal year, e-learning licences were removed from the Statement of Work due to low usage rates by employees.

The one year statement of work was managed by the Public Service Commission. The Ceridian Advisory Committee, with representation from all departments, met monthly with the PSC and representatives of Ceridian Canada Inc. to provide feedback input for program.

Learning and Development for Succession Planning

Several programs were continued to prepare for the large number of retirements from the public service in the near future. These programs are intended to increase adaptability and develop public service excellence during the significant change and transition that will occur during the next three to five years.

"Insights Discovery" is a powerful learning system to help individuals better understand themselves and develop effective interactions with others. The "Insights Discovery" Profile introduces a common language within the organization that can help to

improve interpersonal skills, team performance, and leadership. "Insights Discovery" has been used by teams within Government since 1999. During this reporting period, 200 employees participated in 16 debriefing sessions that were delivered by seven Insights accredited facilitators who work within the public service.

Building leadership capacity has been a priority in the public service since 2000. Fifty-eight current employees completed the Pathways to Leadership program between 2000 and 2004. That program was delivered through the Learning Center with the Public Service Commission.

The UPEI Public Sector Leadership Program was developed in partnership with the Public Service Commission, other public sector organizations and the University of Prince Edward Island (UPEI). The program consists of nine two-day workshops over a nine month period. The workshops are designed to increase self-knowledge about leadership styles as well as to provide current theory and practical applications around critical components of leadership such as ethics, communications, strategic thinking and decision making. The program is delivered by local, regional and nation experts in the various leadership areas and the public service. A fourth cohort of 11 provincial employees was sponsored for the program during this fiscal year.

The Public Service Commission also continued to provide learning opportunities to students. Two summer students worked with the Corporate Human Resource Planner to support engagement and retention strategies under development for public service employees. An abbreviated orientation program was open to all students working in government. In the fall, a full day orientation was held for new public service employees. The program consisted of a tour of the legislature, a description of how government works, and presentations as well as discussions with senior public service employees on public service values. For the full time employees, information was also provided on benefits, learning and development opportunities, including French language, and occupational health and safety tips. Evaluations indicate that

the sessions were well received by both the students and full time employees.

The popular three-part Retirement Program was offered again to provide employees with information about the emotional, wellness and financial aspects of the transition to retirement. This program is delivered as a partnership among the PSC, Canada Revenue Agency, Service Canada, and private sector specialists.

Evaluations of all of the learning initiatives are done on an ongoing basis. Overall feedback indicated that the opportunities met the needs of employees. In some instances, curriculum will be revised to better reflect public service requirements.

Throughout the year the PSC represented the province at two federal inter-departmental tables that develop learning opportunities for public service employees. The partnership with the Nation Managers Community (PEI Region) and the Inter-governmental Learning Committee has yielded the delivery of well received learning workshops such as "Coaching: Changing the Conversation" and the annual Leadership Form. Similarly the PSC continued to participate on the inter-jurisdictional Career Growth and Development Committee that focuses on leadership development and career paths.

3.1.5 Employee Assistance Program

The Employee Assistance Program (EAP), which employs three counselors, was established in the early 1990's and has been embraced by employees, managers and department leaders in its service to Civil, Health and Education sectors. Operating for twenty years the program continues to function under the direction of the EAP Joint Advisory Committee with representation from both management and unions. The committee's role is to promote EAP in the workplace, assess program effectiveness and provide suggestions with the objective of continually improving program delivery. Committee membership changes on a regular basis in order to keep the program fresh and energized.

The mandate of the Employee Assistance Program is to assist employees and immediate family members in dealing with personal or work-related issues which affect their work life. The program also supports managers and directors in addressing personal and work related issues at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employer's needs.

During this fiscal year, EAP opened 549 new counseling cases. The most common presenting problems were: marital/relationship issues (103), anxiety (82), family/children issues (77) and job conflict (50). Employees accessing the program represented 85% of all users with spouses and dependents being 15% of clients. Females represented 78% of clients while 22% were male. The program was accessed for the first time by 82% of clients.

During the same period various workshops were provided to all sectors which included: Orientation to EAP and "Lifeworks", Work/Life Balance, Change and Transition, Conflict Resolution and Critical De-briefs.

The PSC and the EAP Advisory Committee oversaw the undertaking of a formal evaluation of EAP to ensure that the program has been meeting employee needs, is appropriately resourced and uses employees' best practice methods in its delivery. The Evaluation was carried out by the Atlantic Evaluation Group and was completed in the spring of 2011. Overall the evaluation was highly positive.

Survey results included:

- A significant percentage of survey respondents indicated that confidential counseling may have helped them (39%) or a family member (47%) deal with an issue in the past three years.
- More than one-quarter (29%) of survey respondents used individual counseling in the past 10 years.

- There was a high level of awareness of the EAP program (86%) and that it offers confidential counseling for employees (84%). However, there was lower awareness that family members are also eligible to receive counseling (41%).
- There was high satisfaction (92%) with EAP individual counseling among those using those services.
- 92% indicated EAP counseling helped deal with the issue 'a little' or 'a great deal'.
- 91% of those for whom it was applicable indicated that EAP counseling helped them complete their work duties.

Since the study was completed both the EAP and EAP Advisory Committee have been addressing the recommendations. One major recommendation was to ensure the on-going promotion of the program. This has been continuous over the last year with an orientation to EAP and "Lifeworks" being available to most sections of government. These sessions were positively received by staff.

During the Fall 2010, the Government of PEI entered into a business development contract with Ceridian to use its "LifeWorks" program as an expansion to the current EAP. This partnership provides employees with after hours telephone counselling services, and access to a wide variety of online resources such as financial, personal development, and health and wellness services. There was a successful province-wide promotion and education tour in the fall of 2011 and the up-take of this service is starting to increase.

The most recent statistics available from the LifeWorks show that from February 1, 2012 to July 3, 2012 there were 192 cases. This is substantially higher usage than what occurred in the first year. 60% of these contacts are related to counselling needs, while 40% is related to life issues accessed through the "LifeWorks" web-site.

The top three presenting issues for "Lifeworks" counselling were: family related (31%), general mental health (27%), everyday issues (24%). For

the "Lifeworks" on-line there were 686 visits to the site. The most common categories visited were: emotional well-being (119), financial (117) and everyday issues (91).

3.1.6 French Language Training

This was the fourth year the province engaged Collège Acadie Î.-P.-É to deliver French courses to employees of both the civil service and health sector. The courses were offered over three semesters in Charlottetown and Summerside, with 155 employees attending a total of 35 courses ranging from beginner to advanced as well as maintenance of conversation skills in French. The average time commitment per course is 33 hours over 11 weeks, with employees attending on personal time, either in the evening or over lunch hour.

In January 2012, French Language Training piloted a program entitled *Pour l'amour du français*, as a potential addition to the traditional classroom training offered. Being a blend of individual study and regular sessions with a telephone tutor once a week, this program provides the flexibility for employees to participate at their own pace and time. Given the objective of building bilingual capacity within government, eligible employees had to be speaking at the intermediate level and commit to being evaluated by the province after two modules of study. Everyone who completed the modules advanced one full level in French. The program requires 30 to 40 hours of personal study time per module.

Other language supports for bilingual employees are the facilitation of a virtual network via a monthly newsletter with updates on cultural and educational activities taking place in French, informal lunches where employees speak French, and customized courses in grammar and the use of writing tools. There are 200 employees in this network.

French Language Training provides voluntary assessment of French language oral proficiency skills for government employees identifying French language skills on their employment application. The Staffing section refers all candidates for bilingual essential positions for an

individual French oral proficiency assessment. The French Language Training Program maintains the database of French skills evaluations. Approximately 50 oral proficiency skill evaluations are conducted each year.

In collaboration with the Acadian and Francophone Affairs Secretariat, and human resource personnel in departments, the French Language Training Coordinator did a workforce analysis of French capacity in government. As of November 25, 2011, there were 83 designated bilingual positions, including health sector personnel. An additional 70 employees are formally evaluated at the intermediate plus level or above in their ability to serve the public in French.

In February 2012, a new section on the staffing of bilingual positions in government was formally adopted and added to the *PSC HR Policy and Procedures Manual*. The coordinator of French Language Training was extensively involved in the consultation, drafting and promotion of the policy.

In partnership with the Acadian and Francophone Affairs Secretariat, as well as through French Language Training, PSC continues to identify, assess and strengthen government capacity to serve the public in French.

3.2 Employee Relations and Corporate Services Division

- 3.2.1 Corporate Services
- 3.2.2 Training and Development Funds
- 3.2.3 Systems and Administration
- 3.2.4 Labour Relations
- 3.2.5 Classification
- 3.2.6 Occupational Health and Safety

3.2.1 Corporate Services

This section provides leadership and guidance to corporate initiatives and activities including the development and management of the Public Service Commission budget. Advice is also routinely provided on a range of financial and administrative related matters.

The *Human Resource Policy and Procedures Manual* is accessible to staff through the intranet and internet. Updates to the Manual continue to be coordinated by this section.

The section coordinates the Human Resource Managers Group meetings on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to

policies and procedures as well as discuss human resource issues. This working group is highly valued as a networking and communication vehicle within government. It is the focal point for the development and implementation of human resource initiatives.

3.2.2 Training and Development Funds

This section provides administration services to both the Excluded and Union of Public Sector Employees Training and Development Funds. These funds continue to be a popular avenue for employees to access learning opportunities. These funds, \$300,000 for the unionized fund and \$100,00 for the excluded employees are available to both individual employees and groups. The funds are meant to foster career development and ultimately improve service delivery to Islanders. Each fund has a representative approval committee in place with administrative support from this division. The following table presents the application activity for both funds for this fiscal year.

Training and Development Funds Application Activity Summary		
Application Status	Unionized Fund	Excluded Fund
Application Approved	599	218
Application Denied	11	9
Application Withdrawn	93	32
Application Ineligible	2	0
Lack of Funds	0	6
Total Applications	705	265

3.2.3 Systems and Administration

Systems and Administration provides a variety of services to the Civil Service, Education and Health sectors and to the internal staff of the Public Service Commission.

Services include:

- managing the Health PEI, School Boards and civil service payrolls
- managing the Human Resources Management System for the civil service, education and health sectors
- providing advice and assistance on human resource technology initiatives
- providing advice on administration of the collective agreement between government and the Union of Public Service Employees
- providing advice on the administration of the Public Service Commission administration
- reporting on human resource data and payroll data

Staff of this section meet regularly with civil, education and health sector user groups to ensure processes and systems meet the needs of the various organizations.

Systems and Administration continues to support the various divisions of the Public Service Commission and departments to find technical solutions which will assist in the improvement of human resource processes.

The section is working with Information Technology Shared Services and the Service Provider to prepare for the upgrade of the PeopleSoft HRMS to version 9.1. Planning for the upgrade is currently under way.

In addition, this section partners with Information Technology Shared Services Management Group of the Department of Finance, Energy and Municipal Affairs on an ongoing basis, in the delivery of an employee self-service system. This system provides employees online viewing of

their personal, pay and leave information. In the previous year a number of management reports were added to the system to assist managers and supervisors in the management of their employees.

3.2.4 Labour Relations

Labour Relations provides a variety of services on human resource issues. These services include:

- representing the Public Service Commission in collective bargaining within the public sector
- providing assistance on the administration and interpretation of the collective agreement between the Government and the Union of Public Sector Employees
- developing and implementing policies and programs consistent with organizational needs. This work is done in conjunction with the departments.
- providing labour relations advice and education
- administering the cross-sectoral labour relations contract with Human Resources Associates Inc.

During the fiscal year 2011 - 2012, the collective bargaining process continued for the various public sector agreements. A freely negotiated agreement was reached with one public sector bargaining unit while the remaining agreements were reached through mediation or arbitration. One bargaining unit remains without a settlement and is heading to binding arbitration.

3.2.5 Classification

The Classification Section is responsible for the development, maintenance and administration of the job evaluation process, and the classification plan which establishes the framework for pay plans. The section also provides advice on organizational design and compensation.

The purpose of a job classification is to determine the relative worth of jobs, based on the described duties and responsibilities of one position compared to the next position within our

organization. The classification tool which is used is the Willis Position Evaluation System, which was adopted by the PSC through a joint committee of Union and Management representatives in 1990. This classification process is fundamental to the employer's commitment to compensate employees fairly and equitably for their work.

The Classification Section provides services to all departments of government in accordance with the Civil Service Act. Classification services are also provided to Health PEI, the regional school boards, PEI Liquor Control Commission and PEI Business Development Inc. under the Department of Innovation and Advanced Learning, as well as other crown corporations and agencies.

Approximately 505 classification reviews were conducted by the Classification Consultants during the year. Of the classification reviews completed, 53% were for vacant positions and approximately 33% for the newly established Health PEI. Of the 505 classification reviews completed, only eighteen (18) vacant positions and one (1) filled position were downgraded.

The Classification Section has experienced a trend in recent years of classification requests for many positions performing the same role submitted under one position questionnaire. In completing reviews of this type the PSC works with the departments to meet with designated representatives of the entire group, thus streamlining the review process during the initial stages of a review. However, the Classification review process has become more complex in recent years, in that there has been an increase in meetings and discussions with department representatives, prior to issuing the final Classification recommendation. Classification has also experienced an increase in classification appeals, both actions have resulted in an increase in the volume of time spent on reviews this year.

There were ten (10) appeal hearings during 2011-2012, with four (4) outstanding appeal requests waiting to be heard. Five (5) were upheld by the Classification Appeal boards and returned to the PSC for re-evaluation and five (5) were denied.

The Classification section has maintained a staff complement of four (4) permanent and two (2) temporary classification consultant positions. The section continued to partner in the Atlantic Benchmark Project, as described in previous annual reports.

3.2.6 Occupational Health and Safety

The Occupational Health & Safety Section of the Public Service Commission has been active this past year. All Occupational Health & Safety (OHS) Committees continue to be reviewed and membership updated. A new format for reporting statistics was introduced which provides a breakdown of work performed for each department. See Appendix 6.9.

There were 548 employees who attended training sessions on a variety of topics such as: OHS Committees, Workplace Hazardous Materials Information System (WHMIS), Workplace Inspections/Accident Investigations, General Safety Awareness, Safety for Young Workers, Back Care, Hearing Education, Ergonomics, Confined Space Awareness, and Fall Protection Awareness. Customized training sessions are offered by request and have become increasingly popular with departments.

The number of workplace accidents resulting in time lost from work was 44, up slightly from last year's number of 34. There were 157 employee incidents reported with no time lost from work which indicates that employees are reporting incidents.

Ergonomic assessments were completed and recommendations made for improvements on 91 work stations. New this year were Vehicle Ergonomic Assessments. We also provided an assessment for the Legislative Assembly in relation to purchasing ergonomic chairs for the Members.

Below is information and observations for other OHS activities:

- Indoor Air Quality Assessments/Tests are becoming increasingly time consuming activities which includes employee interviews, walk through assessments, air testing, and follow up with outside companies as required.

There were 16 Indoor Air Quality Assessments conducted by OHS staff.

- Occupational Health and Safety Committees are being encouraged to complete Workplace Inspections. As a result only two (2) inspections were done by the corporate OHS unit.
- Hearing tests were conducted for 261 employees. This is a significant decrease from previous years because smaller departments are not requesting them. The number of tests is limited to the resources available in the corporate OHS unit to conduct the tests for the larger departments.
- There were no requests for Noise Level Testing from departments during this fiscal year.
- OHS purchased an illuminator this year, which allows testing of the amount of light in a given area.
- A Moisture Detector was purchased which checks for moisture in walls, floors, basements, etc.
- We continue to make improvements to our web page to provide resource materials to departments upon request. First Aid training is now being offered on a larger scale through the Ceridian umbrella contract. We lost the services of an external service provider for back care education and ergonomic assessments when needed.
- Working with the departmental managers, we assisted 45 employees to return to work: 8 from sick leave, 30 from Workers' Compensation Board leave, and 7 from Long-Term Disability leave. This continues to be a major work initiative as we work to accommodate employees as well.
- There are 10 open claims with Workers Compensation at the end of the fiscal year.
- This year, 26 employees applied for Long Term Disability. Of that number, 23 employees were accepted and 3 were denied. (Last year there were 15 accepted and 12 denied.)

4.0 PEI Public Service Commission and the *French Language Service Act* Progress Summary 2011-2012

The PEI Public Service Commission (PSC) supports government in building bilingual capacity in response to departmental human resource needs flowing from the *French Language Services Act*.

As of November 2011, 153 employees, including the health sector, have a formal evaluation of intermediate plus or higher in French speaking ability. Employees in designated bilingual positions must renew their assessment annually unless they are speaking at the advanced plus level, in which case they are exempt from further testing. Assessment is voluntary for employees not operating in bilingual designated positions, and these ratings are valid for two years. The ratings are entered into the human resources management system (HRMS) and maintained by French Language Training Program. Using this information, directors, managers and staffing consultants have an accurate picture of bilingual capacity within the organization.

The PSC Position Questionnaire, is a detailed description of duties for every position. It was modified to identify bilingual designated positions. Letters of offer for bilingual positions are presented in both official languages, clearly indicating the bilingual nature of the job.

In staffing bilingual positions from within the organization, the database is consulted to ensure the candidate has a current French language rating. Where there is no current rating, staffing consultants refer candidates to French Language Training for assessment before making a job offer.

The Public Service Commission invites new employees who have identified French as a skill on their employment application, to have

a formal assessment of their spoken French. These employees are invited to participate in the Bilingual Employee Network and told about supports and French courses available to them. There are approximately 200 employees on the virtual network.

For a fourth year, the Province contracted Collège Acadie Î.-P.-É. to deliver beginner, intermediate and advanced French language training to provincial government employees. A total of 155 employees from government departments and health, participated over three semesters. A new program targeting intermediate level speakers was piloted by French Language Training as a possible addition and alternative to the traditional classroom format.

In preparation for the renewal of the French Language Services Act, PSC worked with Acadian and Francophone Affairs, HR managers and internal staff to validate the bilingual designated positions in the system. A consistent process around the recruitment and staffing of bilingual designated positions was adopted as policy in February 2012 and is presented in the *PSC Human Resource Policy and Procedures Manual*.

The PSC posts designated bilingual positions simultaneously in both languages, and portions of the PSC website have been translated. Job applications can be made in both languages.

There are five bilingual designated positions in the Public Service Commission: a staffing officer, three administrative support workers, and the manager of the French Language Training Program.

5.0 La Commission de la fonction publique de l'Î.-P.-É. et la *Loi sur les services en français* Rapport récapitulatif 2011-2012

La Commission de la fonction publique de l'Î.-P.-É. appuie les efforts du gouvernement dans le renforcement de la capacité bilingue afin de répondre aux besoins des ministères qui découlent de la *Loi sur les services en français* en matière de ressources humaines.

En novembre 2011, 153 employés, incluant les employés du secteur de la santé, possédaient des compétences orales en français évaluées au niveau intermédiaire plus ou à un niveau plus élevé. Les employés occupant un poste désigné bilingue doivent faire réévaluer leurs compétences chaque année, à moins de se classer au niveau avancé plus, qui leur permet d'être exempts de futures évaluations. L'évaluation est facultative pour les employés qui n'occupent pas un poste désigné bilingue, et ces notes sont valides pour deux ans. Celles-ci sont entrées dans le système de gestion des ressources humaines et maintenues par le personnel du Programme de formation linguistique en français. Grâce à cette information, les directeurs, les gestionnaires et les conseillers en dotation ont une image précise de la capacité bilingue de leur organisme.

Le questionnaire sur le poste de la Commission de la fonction publique consiste en une description détaillée des tâches de chaque poste. Il a été modifié pour les postes désignés bilingues. Les lettres d'offre pour les postes bilingues sont présentées dans les deux langues officielles, indiquant clairement la nature bilingue du poste.

En dotant un poste bilingue à l'interne, la base de données est consultée pour s'assurer que le candidat a une note de français actuelle. Lorsqu'il n'y a aucune note actuelle, les conseillers en dotation dirigent le candidat vers le Programme de formation linguistique en français pour être évalué, avant qu'une offre d'emploi ne soit faite.

La Commission de la fonction publique invite les nouveaux employés qui ont affirmé connaître le français sur leur formulaire de demande d'emploi à faire évaluer leur français parlé. Ces employés sont invités à se joindre au réseau des employés bilingues et sont informés des services de soutien et des cours de français qui sont à leur disposition. Environ 200 employés font partie de ce réseau virtuel.

Pour une quatrième année, la province a soustrait le Collège Acadie Î.-P.-É. pour livrer des cours de formation linguistique en français de niveaux débutant, intermédiaire et avancé aux employés du gouvernement provincial. Un total de 155 employés des ministères du gouvernement et du secteur de la santé y ont participé sur une période de trois trimestres. Un nouveau programme ciblant les employés qui se classent au niveau intermédiaire a été mis à l'essai par le personnel du Programme de formation linguistique en français comme ajout possible et solution de rechange à la formule traditionnelle en salle de classe.

La Commission de la fonction publique a travaillé avec le Secrétariat aux affaires acadiennes et francophones, les gestionnaires des ressources humaines et les employés à l'interne pour valider les postes désignés bilingues dans le système, en préparation pour le renouvellement de la *Loi sur les services en français*. Un processus systématique de recrutement et de dotation des postes désignés bilingues a été adopté comme politique pour être inclus dans le manuel de politiques et procédures des ressources humaines de la Commission de la fonction publique.

La Commission de la fonction publique affiche les postes désignés bilingues simultanément dans les deux langues officielles, et certaines parties du site Web de la Commission de la fonction publique ont été traduites. Les demandes d'emploi peuvent être faites dans les deux langues.

Il y a cinq postes désignés bilingues à la Commission de la fonction publique : un poste d'agent de dotation, trois postes de soutien administratif, ainsi que le poste de direction du Programme de formation linguistique en français.

6.0 Appendices – Budget, Demographics and Statistics

6.1 Public Service Commission Budget

Public Service Commission Expenditures and Revenue

Division	Unaudited Actual 2011/2012	Budget <i>Revised</i> 2011/2012	Budget Estimate 2011/2012
Expenditure Budget			
Management	\$ 266,900	\$ 263,300	\$ 237,900
Classification and Employee Relations	2,826,600	2,889,100	2,895,700
Staffing and HR Planning	2,343,200	2,381,700	2,431,600
Total PSC Expenditures	\$ 5,436,700	\$ 5,534,100	\$ 5,565,200
Revenue Budget			
Management	\$ 0	\$ 0	\$ 0
Classification and Employee Relations	0	0	0
Staffing and HR Planning	677,900	659,200	661,500
Total PSC Revenue	\$ 677,900	\$ 659,200	\$ 661,500

6.2 Civil Service Establishment

as of March 31, 2012

Department/Agency	Exec Division	Classified Division								Casual Division	Total All Divisions
		Employees					Vacant Positions				
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	
Agriculture	1	80	8	8	0	96	14	5	19	27	143
Justice & Public Safety	1	237	55	47	1	340	21	6	27	91	459
Innovation & Advanced Learning	2	55	7	1	0	63	11	0	11	17	93
Education & Early Childhood Development	1	48	12	2	0	62	6	1	7	19	89
Employment Development Agency	0	2	0	0	0	2	1	1	2	2	6
Executive Council	6	7	14	0	0	21	8	0	8	10	45
Environment, Energy and Forestry*	0	118	9	38	0	165	15	6	21	13	199
Fisheries, Aquaculture and Rural Development	1	66	5	4	0	75	10	1	11	18	105
Health and Wellness	1	39	16	4	0	59	15	1	16	14	90
Liquor Control Commission	1	93	6	24	0	123	11	29	40	109	273
Finance and Municipal Affairs	3	272	55	2	1	330	42	3	45	70	448
Public Service Commission	0	0	43	0	2	45	3	1	4	2	51
Community Services, Seniors and Labour	2	273	43	20	0	336	12	4	16	115	469
Tourism and Culture**	1	88	13	102	0	203	6	12	21	94	319
Transportation and Infrastructure Renewal	1	376	20	162	0	558	30	45	75	193	827
Total March 31, 2012	21	1754	306	414	4	2478	205	115	320	794	3613
Total April 2, 2011	21	1728	294	449	3	2474	208	101	309	948	3752
Difference	0	26	12	-35	1	4	-3	14	11	-154	-139

Legend: FT = Full-time EXL FT = Excluded Full-time PT = Part-time EXL PT = Excluded Part-time

*includes Energy Corporation

**includes Tourism PEI

Note: The Auditor General's Office is now under the Audit Act as opposed to the Civil Service Act

6.3 Age Profile – Classified Division (Civil Service)

**Full-time and Part-time
as of March 31, 2012**

Age	Male	Female	Total	Percentage of Total
Under 25	3	7	10	0.4
25 - 29	29	52	81	3.3
30 - 34	75	103	178	7.2
35 - 39	125	147	272	10.9
40 - 44	150	172	322	13.0
45 - 49	189	201	390	15.7
50 - 54	244	246	490	19.8
55 - 59	249	193	442	17.8
60 - 64	123	105	228	9.2
Over 65	49	17	66	2.7
Total	1236	1243	2479	100.0%
Average Age	49.7	47.5	48.6	

6.4 Length of Service Profile Classified Division (Civil Service)

Full-time and Part-time
as of March 31, 2012

Years of Service	Male	Female	Total	Percentage of Total
< 2	39	36	75	3.0
2 - 5	190	211	401	16.2
6 - 10	225	236	461	18.6
11 - 15	344	294	638	25.7
16 - 20	69	120	189	7.6
21 - 25	184	176	360	14.5
26 - 30	84	79	163	6.6
31 +	101	91	192	7.8
Total	1236	1243	2479	100.0%
Average Years of Service	15.1	14.9	15.0	

6.5 Separations – Classified Division (Civil Service)

as of March 31, 2012

Reason	Male	Female	Total
Retirement	34	23	57
Resigned	19	21	40
Dismissed	2	1	3
Deceased	2	1	4
Lay-off	6	6	12
Transferred to Affiliate (Health)	2	6	8
Total	65	58	129

6.6 Departmental Profiles – Classified Division (Civil Service)

Full-time and Part-time
as of March 31, 2012

Department	Male	Female	Total
Agriculture	47	49	96
Justice and Public Safety	151	189	340
Innovation and Advanced Learning	10	53	63
Education and Early Childhood Development	11	51	62
Employment Development Agency	2	0	2
Executive Council	4	17	19
Environment, Energy and Forestry	116	57	21
Fisheries, Aquaculture and Rural Development	17	58	75
Health and Wellness	17	42	59
Liquor Control Commission	59	64	123
Finance and Municipal Affairs	181	149	330
Public Service Commission	8	37	45
Community Services, Seniors and Labor	80	257	337
Transportation and Infrastructure Renewal	452	106	558
Tourism and Culture	87	116	203
Total	1236	1243	2479

6.7 Staffing Statistics

	Government	Health Sector	Total
Competitions			
Internal Competitions	318	2,068	2,386
External Competitions	20	30	50
Internal and External Competitions	8	41	49
Total Competitions	346	2,139	2,485
Number of Applicants	6,370	27,408	33,778
Appointments			
Permanent Appointments	239	945	1,275
Temporary and Casual Appointments	110	1,136	1,346
Total Appointments	349	2,081	2,430

6.8 Classification Statistics

Location	Positions Classified
PEI Civil Service	278
Health Sector	199
Education Sector	10
PEI Liquor Control Commission	1
Other	17
Total	505

6.9 Occupational Health and Safety Statistics

Services provided to individual departments for April 1, 2011 to March 31, 2012 by
Public Service Commission, Occupational Health and Safety Section.

	Training	Workplace Inspections	Indoor Air Quality Tests	Noise Level Testing	Hearing Tests	Ergonomic Assessments	Incidents	Accidents	LTD Claims Approved
Agriculture	2	0	0	0	0	0	5	0	0
Community Services, Seniors and Labor	17	0	1	0	0	13	25	7	2
Education and Early Childhood Development	57	0	1	0	0	12	2	1	1
Environment, Energy and Forestry	33	0	0	0	33	7	10	1	2
Finance and Municipal Affairs	7	0	0	0	0	8	1	2	2
Fisheries, Aquaculture and Rural Development	18	1	1	0	11	4	2	0	1
Health and Wellness	1	0	0	0	0	2	1	0	0
Innovation and Advanced Learning	5	0	3	0	0	9	4	2	1
Justice and Public Safety	14	0	0	0	0	8	5	4	1
Liquor Control Commission	11	0	2	0	0	1	5	1	3
Transportation and Infrastructure Renewal	145	0	4	0	125	3	68	19	3
Tourism and Culture	200	1	3	0	86	1	22	7	3
Public Service Commission	0	2	0	0	0	13	1	0	0
Agriculture and Forestry	0	0	1	0	6	4	2	0	1
Environment, Labour and Justice	10	0	0	0	0	3	2	0	2
Finance, Energy and Municipal Affairs	2	0	0	0	0	3	2	0	1
Others	26	0	0	0	0	0	0	0	0
Total	548	4	16	0	261	91	157	44	23

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